



October 30, 2002

**Community
Libraries:**

Algona-Pacific
Auburn
Bellevue Regional
Black Diamond
Bothell Regional
Boulevard Park
Burien
Carnation
Covington
Des Moines
Duvall
Fairwood
Fall City
Federal Way Regional
Federal Way 320th
Foster
Issaquah
Kenmore
Kent Regional
Kingsgate
Kirkland
Lake Forest Park
Lake Hills
Maple Valley
Mercer Island
Muckleshoot
Newport Way
North Bend
Redmond Regional
Richmond Beach
Sammamish
Shoreline
Skykomish
Skyway
Snoqualmie
Tukwila
Valley View
Vashon
White Center
Woodinville
Woodmont

Mr. Walt Yeager
700 fifth Avenue Ste. 2300
Seattle, WA 98104

Dear Walt:

I'm writing with a status report and update of the King County Library System's experiences on the King County Inet network thus far.

In general, we remain very content with the performance of the network, its reliability, and the quality of the support we receive from our service contacts at King County.

Specific highlights:

- Since our last report in June, we have had no Inet related downtime.
- The network remains robust, and workstation response-time issues are almost never network-related these days. This reliability and performance have improved our own customer service efficiency to our libraries.
- Our cutover of voice services continues--from commercial carriers to Inet. Though we haven't got stats compiled yet, all signs point to significant savings on the monthly KCLS local-long-distance phone bill.
- We've begun a transition to centrally served thin-client technology for our public workstations in the libraries. Thin-client maintenance allows for less driving time by service technicians, better continuity of software and operating systems, generally better service to our King County patrons. This service requires substantially more bandwidth than our previous configurations of individual PCs. The Inet bandwidth has made the thin-client implementation both possible and easy.
- We have wireless hubs for public access in more than half of our libraries now. The public can bring their own laptops and devices into the library and use the network conveniently. We are talking with other organizations about expanding wireless service to let even more King County patrons capitalize on wireless innovation and Inet bandwidth. This is a good service now, with great potential for growth.

KCLS is proud to offer these services to the residents of King County. Access to our website is on course to exceed 20 million hits this year (up from 5 million hits in 1999). The public notices and uses these services.

We appreciate the vision of King County for developing this well-used public infrastructure, and we value our ongoing partnership.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ted Moffitt".

Ted Moffitt
Associate Director of Information Technology
King County Library System
Issaquah, WA
425 369 3433